

# Massachusetts State 911 Department February 2022 Newsletter

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Issue 2

Volume 10

# HAPPY BIRTHDAY, 9-1-1!

Fifty four years ago, on February 16, 1968, Alabama state legislator Rankin Fite made the first ever 9-1-1 call in the United States. Since then, the technology and capability of 9-1-1 has grown tremendously.

In celebration of 9-1-1's birthday, we **CHALLENGE YOU** to get the word out in your communities about two VERY important features of 9-1-1 in Massachusetts: **the Silent Call Procedure & Text-to-911.**

Both features allow for residents and visitors of the Commonwealth to receive help from emergency services without ever physically speaking.

To assist you in successfully completing the challenge, we would like to share with you Silent Call Procedure cards and Text-to-911 cards. If you are interested in receiving these materials, please email [Katelyn.A.Sylvia@mass.gov](mailto:Katelyn.A.Sylvia@mass.gov).

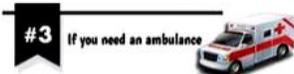
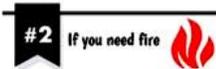
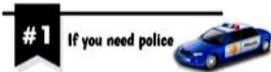
We ask that you share these cards in your city/town's Department lobbies, schools, offices, hospitals, post offices, grocery stores, etc.



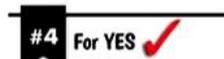
## The Silent Call Procedure

If you need to call 9-1-1 and you are unable to speak for any reason, once the call is answered:

Press



If the 9-1-1 dispatcher asks questions, press



Source: MA State 911 Department and the Executive Office of Public Safety and Security

[www.mass.gov/e911](http://www.mass.gov/e911)

## FOR 9-1-1 EMERGENCIES IN MASSACHUSETTS:

# CALL IF YOU CAN; TEXT IF YOU CAN'T.



Source: MA State 911 Department and the Executive Office of Public Safety and Security

[www.mass.gov/e911](http://www.mass.gov/e911)

# Updates from our Programs Division

## It's Compliance Time Again!

The FY 2022 Annual Certification of Compliance form is now available on our website at [www.mass.gov/e911](http://www.mass.gov/e911) under "Information for Call Centers."

**The form is due on or before July 31, 2022.** As soon as your PSAP has completed all of the compliance requirements, submit your form to expedite processing. PSAPs that are seeking approval for an extension of this date should send a written request to Executive Director, Frank Pozniak at [Frank.Pozniak@mass.gov](mailto:Frank.Pozniak@mass.gov).

**COMPLIANCE**



Training



EMD/CPR



Employment



Quality Assurance

### NEW THIS YEAR:

- Annual certification of Compliance forms are **NO LONGER** accepted electronically.
- Proof of CPR and Emergency Medical Dispatch (EMD) **must be included with the FY2022 submission for PSAPs that are providing EMD in-house and also for all certified EMD resources.**

For questions about the FY 2022 Annual Certification of Compliance process, email Monna Wallace at [Monna.Wallace@mass.gov](mailto:Monna.Wallace@mass.gov).

## Massachusetts Peer Support Network (MSPSN) — *Taking Care of Those Who Take Care of Others* —

The MSPSN group provides peer assistance to **all emergency service personnel within the Commonwealth** before, during, or after a critical incident. A critical incident is described as any event that occurs that may overwhelm those involved resulting in significant distress.



When contacted, peer support makes every effort to lessen the impact of the incident using a variety of interventions provided by trained peer support personnel.

The MSPSN hotline dedicated to 9-1-1 personnel is *Commonwealth 9-1-1 Peer Support* and can be reached 24/7 by calling 840-600-PEER. For more information on the peer support network services, visit <https://mastatepeersupportnetwork.org/>.

# ATTENTION MASSACHUSETTS PSAPs

***The State 911 Department is looking for your participation!***

In preparation of National Public Safety Telecommunicators week, we are asking each PSAP in the State of Massachusetts to take **ONE picture** of their staff members and submit it to our Public Education Coordinator, Katie Sylvia at [Katelyn.A.Sylvia@mass.gov](mailto:Katelyn.A.Sylvia@mass.gov).

Please include your PSAP name and the names of the staff members pictured. If you have any questions, Katie can be reached at the above email address.

**THANK YOU!** We look forward to your submissions.



## February

### Information for Development Grant Recipients:

- Development Grant awardees should begin reviewing their open awards and coordinating with their vendors for the delivery of goods and/or services on or before June 30, 2022. Should the project experience delays, in compliance with grant guidelines, **extension requests** should be submitted no later than **March 31, 2022**. Said requests should provide a detailed narrative explaining delays and provide an updated project timeline.
- **Budget modifications** under the Development Grants should be submitted on or before **April 30, 2022**.
- **Quarterly reporting** is a condition of award and required for all award recipients. Failure to comply with this reporting may impact the Department's ability to extend and/or award funding under this program. Reminders are issued to recipients regarding filing deadlines and/or deficient filing status. The next **quarterly report** is due on or before **April 15, 2022**.
- **FY2023 Applications** are due on or before **5:00 PM** on **March 3, 2022**.

### Friendly Fiscal Reminders:

- **30 Days:** Reimbursements should be submitted to the State 911 Department within 30 days of costs being incurred.
- **March 31, 2022:** Deadline for submission of FY 2022 budget modifications.
- **June 30, 2022:** Final date for receipt of goods and services under the FY 2022 Grant Programs.
- **July 31, 2022:** Filing deadline of reimbursements under the FY 2022 Grant Programs.

### FY 2023 PSAP Scholarship

The State 911 Department is pleased to once again offer the PSAP Leadership Scholarship Program. Funding in the amount of up to fifty thousand dollars (\$50,000) has been allocated to a PSAP executive development and leadership scholarship program to be known as the PSAP Leadership Scholarship Program. All primary PSAPs, regional PSAPs, regional secondary PSAPs, and RECCs are eligible to apply for funding under the PSAP Leadership Scholarship Program. Applications will be coordinate through the Massachusetts Communications Supervisors Association (MCSA). Application release is expected in March 2022. Interested telecommunicators should monitor MCSA's website ([ma911.org](http://ma911.org)) and this newsletter for more information.

**If you have any questions, or require assistance—please contact Finance Director, Karen Robitaille at [Karen.Robitaille@mass.gov](mailto:Karen.Robitaille@mass.gov).**

## Multi Line Telephone System (MLTS) Compliance Program Update

### List of Non-Compliant Entities added to S911 Website

The goals of the State 911 Department's MLTS Compliance Program are education and enforcement. The educational aspect of the compliance program was enhanced recently when twice monthly online MLTS Workshops were added to the program.

A list of entities that are non-compliant with the Commonwealth's MLTS Regulations was recently added to the State 911 Department's website. We consider this to be a step that furthers both the educational and the enforcement aspects of our MLTS compliance program.

Non-compliant MLTS are detrimental to public safety. The list of non-compliant entities serves to alert and educate residents and visitors to the Commonwealth of potential public safety concerns related to non-compliant MLTS currently serving schools, businesses, hospitals and healthcare facilities, hotels and motels, and nursing homes that they, or their loved ones, frequent or are planning to visit.

As a resident or visitor of the Commonwealth, would you want to know if a 9-1-1 call initiated from the school your child attends displays the address of the town hall instead of the school? If an active shooter targeted that school, what might go wrong? As a visitor to the Commonwealth, would you like to know that the motel you are considering does not have a compliant MLTS so that there might be a delay in emergency response time or that you might not be able to dial 9-1-1 directly if you stay there?

### HOW DOES THE NON-COMPLIANT LIST WORK?

When the State 911 Department learns of an entity with a non-compliant MLTS, a First Notice of MLTS Non-Compliance letter is sent to their legal department or upper management and they are placed on the non-compliant list. There are three columns on the list. The first column consists of a list of the names of the non-compliant entities and parent entities (if applicable). The second column consists of an abbreviated description of the nature of the non-compliance with a hyper-link to a full description of the non-compliance. The third column consists of the current status of the entity's cooperation or progress in achieving compliance (as of the date of the list displayed at the top of the page).

The list is updated whenever a new entity is added to the list, a previously listed entity is removed from the list (because they have tested as compliant), or there is a change of status for any entity on the list.

The current list of non-compliant entities may be found at this link: <https://www.mass.gov/doc/mlts-compliance-program-list/download>

The schedule of MLTS Workshops through the end of April may be found at this link: [View E9-1-1 upcoming classes | Mass.gov](#)





## DID YOU KNOW?

### Out of State Transfers

Over the past several years we have collaborated with our border State's 9-1-1 administrators to display ALI data upon transfer to a PSAP in either direction. If you do not receive ALI with such transfers, please open a ticket with the Help Desk.

## Updates from MassEDP

The Massachusetts Equipment Distribution Program (MassEDP) continues to remain in operation during the ongoing COVID-19 pandemic. While home visits have been temporarily suspended, we are still staffing the office, communicating with and providing customer service for our clients by telephone and email as well as processing new applications as they are received. This process will remain in place until we are able to resume normal operations.

In addition, the MassEDP team would like to share that we have worked diligently and are now providing virtual outreach opportunities to share information on MassEDP. If you are interested in having a MassEDP representative join you for a virtual outreach opportunity please email Katelyn Sylvia at [Katelyn.A.Sylvia@mass.gov](mailto:Katelyn.A.Sylvia@mass.gov).



### MassEDP Phone Spotlight ~ iPhone XR



#### Features:

- Wireless device, black in color
  - 64GB memory
- 6.1' diagonal all-screen LCD multi-touch display
  - Liquid retina HD display
    - Face ID
  - Long lasting battery
- Wireless Charging Capability

MassEDP is pleased to announce that we are offering the iPhone XR as the Program's first ever wireless device choice for our clients. The cell phone is pre-programmed with applications based on the applicant's disability.

Please note, MassEDP DOES NOT provide the cellular data plan.



**9-1-1 Spotlight:  
Police Dispatcher Deena LeBlanc  
Winchendon Police Department**

On December 5, 2021, newly hired and part-time Dispatcher Deena LeBlanc received a 9-1-1 call from 11-year old Jack. Jack was told to dial 9-1-1 by his aunt because his infant cousin Penelope was choking and unable to breathe. Dispatcher LeBlanc carefully instructed Jack over the phone on what to tell his aunt to do to assist Penelope. Dispatcher LeBlanc's training and strong work and Jack's courageous acts and bravery aided in preventing a tragedy. Winchendon Fire Department arrived on scene and continued with lifesaving efforts.

***Job well done by both Dispatcher LeBlanc and 11-year old Jack!***

